

*City Council's*  
*Adopted Budget*

---

*Hartford Public Library*  
*Section*

---

**37-1  
LIBRARY**

**MISSION STATEMENT**

The Library's mission is to promote and support literacy and learning, to provide free and open access to information and ideas, and to help people participate in our democratic society.

**SIGNIFICANT FEATURES**

The 2006-2007 Adopted Budget is \$7,088,400. This reflects an increase of \$713,927 from the 2005-2006 Adopted Budget. The net increase is the result of contractual salary increases and funding for additional library services offset by a reduction of fringe benefit costs.

**GENERAL FUND BUDGET SUMMARY**

Division/Program		FY 04 - 05 Actual	FY 05 - 06 Adopted	FY 05 - 06 Revised	FY 06 - 07 Adopted	FY 07 - 08 Forecast
721A	Central Library	5,015,674	0	0	0	0
721P001	Hartford Public Library	0	5,250,260	5,413,792	6,050,260	6,292,270
721P001	Fringe Benefits	0	1,124,213	999,935	1,038,140	1,079,666
	<b>General Fund Total</b>	<b>5,015,674</b>	<b>6,374,473</b>	<b>6,413,727</b>	<b>7,088,400</b>	<b>7,371,936</b>
	<b>Other Funds Total</b>	<b>1,352,413</b>	<b>1,274,604</b>	<b>1,274,604</b>	<b>1,015,865</b>	<b>1,015,865</b>

**BUDGET HIGHLIGHTS**

**Fiscal Year 2005-2006**

- Significantly increased the number of Family/early literacy workshops and the attendance.
- Established a very strong English for Speakers of Other Languages program with extended classes during the summer months.
- The increased attendance at adult learner programs showed the strong interest of Hartford residents in computer classes and the Library's ability to answer that need.
- Working in partnership with the Registrars of Voters, the Central Library and the SAND/Ropkins Branch served as polling places in the November elections.
- Continued to accommodate the diverse lifestyles, learning styles, languages and cultures in the City by establishing library sites with a cultural Heritage Focus.
- Improved interface design has made for easier access to information on Hartford.gov; Hplct.org; HartfordInfo.org and other websites hosted by the Hartford Public Library.
- Hosted Azar Nafisi at the Library for a standing room only appearance as part of the One Book for Hartford series.
- Offered programs on critical community issues.
- Experienced very strong attendance at Homework Clubs, and out-of-school-time enrichment programming.
- Developed new Technology Plan to reflect Performance Outcomes.
- Contracted to assume management of Hartford Public Schools website.
- Trained one staff member for each branch in basic computer maintenance.
- The Library hosted the Connecticut Forum; *An Evening with our Favorite Writers*, and the Chief Librarian welcomed the 2,800 audience participants at The Bushnell.

**37-2  
LIBRARY**

**Fiscal Year 2006-2007**

- Continue building on the successes of 2005-2006.
- Build partnerships and active collaborations with other organizations.
- Continue the growth of our computer classes - working with the Mayor's office to provide the computer training component of the WiFi project.
- Update the technology plan to align with the Library's programs of service and performance objectives.
- Add additional class options to the Adult Learning Program that answer the needs of the residents.
- Launch the Community Indicators Project.
- Implement staff training and development that responds to the diverse cultures and needs of residents.
- Maintain continuing growth of relevant collections for branches and Central Library responding to community needs and interests.
- Work at establishing the newly renovated Central Library as a vital part of the revitalized downtown area.
- Encourage staff to develop language capabilities.
- Continue to help those who live and work in Hartford to connect with the Library's resources to solve problems through Neighborhood Teams.
- Continue growth in teen services, including the Teen Leadership Program.
- Leveraging of effort through partnerships with a wide array of organizations to serve families and youth.
- Plan and implement technology for Central Library Phase 2 renovation.
- Implement Phase 2 of Gates grant- new computers for Ropkins, Albany and Tech Center, Central Library.
- Explore and recommend technology solutions for library and web development for library and all City departments.
- Will host a Grand Opening of the Central Library.

**Program:** The Library is a Community Place

**Goal:** The Goal of the Community Place Program is to deliver safe, hospitable community centers – free, welcoming and focused on customer service – to residents and new arrivals throughout the city and contribute to the quality of life in Hartford.

<b>Key Performance Measures</b>	<b>04-05 Actual</b>	<b>05-06 Target</b>	<b>05-06 Year End Forecast</b>	<b>06-07 Target</b>
<b>Effectiveness</b>				
% of users who say libraries are safe, adequate and well maintained	94%	95%	95%	95%
Library's satisfaction rating on Public Opinion Survey (% who rated HPL average and above)	n/a	n/a	78%	80%
<b>Output</b>				
# of visits	663,088	750,000	750,000	750,000

**37-3  
LIBRARY**

**Program: Reader Services**

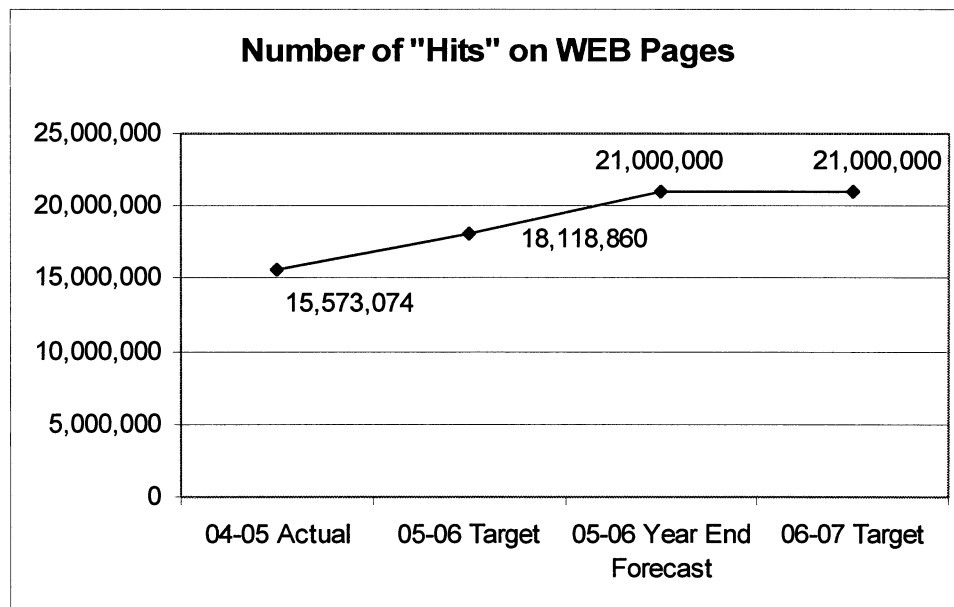
**Goal:** The Goal of Reader Services Program is to support free-choice learning, providing books, music and films that educate and enrich our customers' lives.

Key Performance Measures	04-05 Actual	05-06 Target	05-06 Year End Forecast	06-07 Target
<b>Output</b>				
# of items borrowed	409,865	430,500	430,500	430,500

**Program: Reference and Information Services**

**Goal:** The Goal of the Reference and Information Services Program is to meet our customers' specific needs by providing comprehensive access to information, appropriate electronic and print resources and expert assistance.

Key Performance Measures	04-05 Actual	05-06 Target	05-06 Year End Forecast	06-07 Target
<b>Output</b>				
# of questions answered	309,660	367,500	367,500	367,500
# of hits on WEB pages	15,573,074	18,118,680	21,000,000	21,000,000

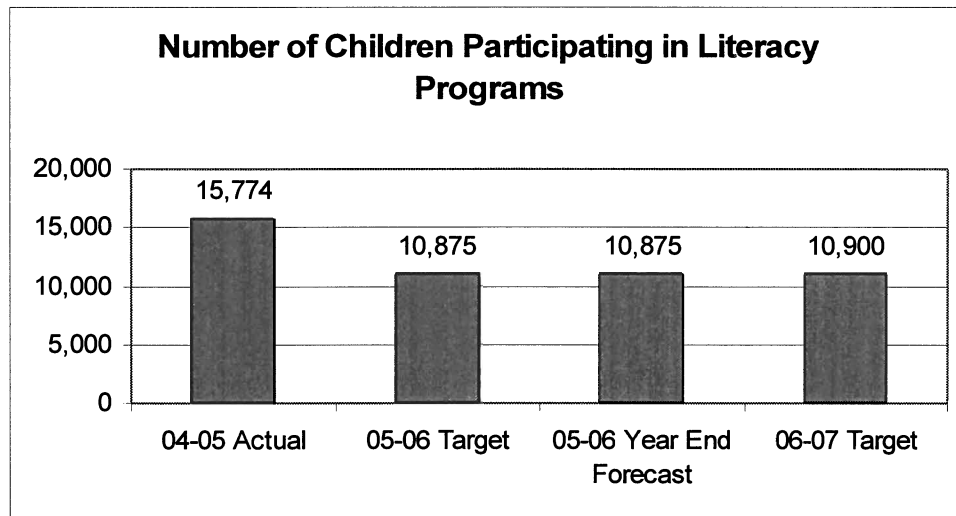


**37-4  
LIBRARY**

**Program:** Early Literacy

**Goal:** The Goal of the Early Literacy Program is to assist children in acquiring age-appropriate literacy skills and to enable parents and other caregivers to develop their skills to support their children's language development.

<b>Key Performance Measures</b>	<b>04-05 Actual</b>	<b>05-06 Target</b>	<b>05-06 Year End Forecast</b>	<b>06-07 Target</b>
<b>Effectiveness</b>				
% of literacy program participants who sustain literacy skill-building activities in family life and/or work with children and families	75%	75%	75%	75%
% of children attending programs who are ready for kindergarten at age 5	75%	75%	75%	75%
<b>Output</b>				
# of children participating in literacy programs	15,774	10,875	10,875	10,900
# of parents and people in child-care agencies participating in literacy programs	1,715	620	1,000	1,000



**37-5  
LIBRARY**

**Program: School Success**

**Goal:** The Goal of the School Success Program is to help youth stay in school, build reading and writing skills, increase academic achievement, go on to higher education and have options for the future.

<b>Key Performance Measures</b>	<b>04-05 Actual</b>	<b>05-06 Target</b>	<b>05-06 Year End Forecast</b>	<b>06-07 Target</b>
<b>Effectiveness</b>				
% of students assisted who rate library services as "necessary to complete homework"	n/a	50%	50%	50%
% of students in out-of-school time (OST) program to improve school attendance, homework quality and grades	50%	60%	60%	60%
<b>Output</b>				
# of times students receive homework assistance	88,811	82,000	82,000	82,000
# of times youth attend OST programs	53,027	31,500	31,500	32,000

**Program: Adult Learning and Achievement**

**Goal:** The Goal of the Adult Learning and Achievement Program is to help people acquire the basic skills they need for jobs, family and community life including: business, financial, homeownership and citizenship workshops, English if Speakers of Other Languages (ESOL) classes and Internet and Computer use training.

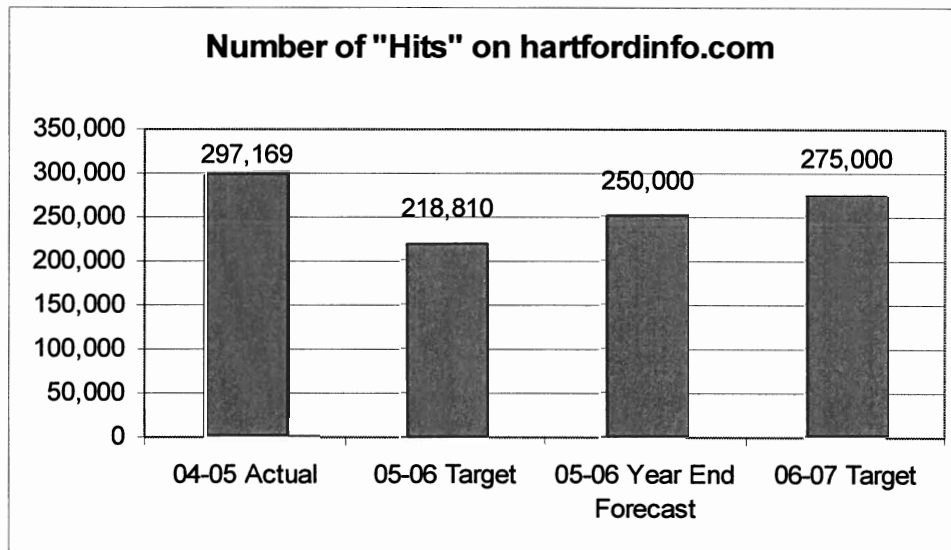
<b>Key Performance Measures</b>	<b>04-05 Actual</b>	<b>05-06 Target</b>	<b>05-06 Year End Forecast</b>	<b>06-07 Target</b>
<b>Effectiveness</b>				
% who say the library program helped them accomplish their goals	n/a	n/a	n/a	90%
<b>Output</b>				
# attending classes and educational programs	9,544	8,515	8,515	8,515
# of people using public access computers	157,418	172,225	172,225	172,225

**37-6  
LIBRARY**

**Program:** Community Development & Civic Services

**Goal:** The Goal of Community Development and Civic Services Program is to help people participate in democratic processes and community building. We Listen to the Community and neighborhoods through the Neighborhood Teams; Learn about the issues that concern our residents; and Link them to all the resources of the Library including HartfordInfo.org, Community Indicators and community websites.

Key Performance Measures	04-05 Actual	05-06 Target	05-06 Year End Forecast	06-07 Target
<b>Output</b>				
# of people reached at neighborhood meetings	12,309	8,280	8,280	8,300
# of hits on hartfordinfo.com	297,169	218,810	250,000	275,000
# of organizations that can point to specific accomplishments the library has helped them achieve	n/a	n/a	5	5



# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
1.0	Make Hartford A Safer Place							
	1.4	Build more responsive connections between the police and residents						
	1.4.1	Library staff participate in NRZs and other community groups, assist with information & research to solve problems - including community safety	Community Information	1 - Staff identify community issues and concerns.	X	X	X	X
				2 -Staff connect people with problem solving research and information.	X	X	X	X
	1.7	Improve building safety						
	1.7.1	Maintain neighborhood branches as safe havens used by community members	Community Place	1 - Libraries are open useful and appropriate hours, 6 days a week.	X	X	X	X
				2 - Staff are trained and staffing levels are adequate.	X	X	X	X
				3 - Clean and maintain each site daily.	X	X	X	X
	1.7.2	Model safe buildings program in partnership with other agencies	Community Place	1 - Develop safe buildings strategy.			X	X
				2 - Train staff to provide and maintain the library as a safe place for youth.	X	X	X	X
2.0 Provide Quality Education for Workforce Development								
2.1	Foster a culture of academic excellence through early childhood development, family support, training, mentoring, and financial efficiencies							
2.1.1	Provide homework center for youth. Designate space, time and staff expertise to homework	School Success	1 - Develop and maintain strong resource base for learning.		X	X	X	
			2 - Recruit youth to homework centers.		X	X	X	
			3 - Develop and implement methods to measure success.		X	X	X	



# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
	2.1.2	Provide educational enrichment to K-12 youth in out of school hours	School Success	1 - Develop and maintain strong resource base for enrichment.	X	X	X	X
				2 - Provide focused and sustained programs	X	X	X	X
				3 - Measure and report on success.	X	X	X	X
2.2	Achieve best teaching practices							
	2.2.1	Provide curriculum related instruction including Pre-K to school classes	School Success	1 - Support grade level curriculum with library resources	X	X	X	X
				2 - Develop relationships with targeted schools and classrooms		X	X	X
				3 - Identify and dedicate resources needed to engage classrooms in library-based programs		X	X	X
				4 - Implement and evaluate program			X	X
2.3	Increase higher education acceptance							
	2.3.1	Continue grant funded programs to raise student achievement (e.g., COLT U.S. Dept. of Education & Moylan 21st. Century Learning Center)	School Success	1 - Identify and secure additional sources of funding for programs targeting student achievement	X	X	X	X
				2 - Expand 21st Century Program to additional school/sites	X	X	X	X
				3 - Partner with other cultural organizations for "best practice" programs.	X	X	X	X
	2.3.2	Serve as a pathfinder for college info and help parents of college bound students fill out financial aid forms	School Success	1 - Develop collection and staff capacity to assist students and parents.	X	X	X	X
				2 - Implement programs to increase awareness of higher education and financial aid.	X	X	X	X
				3 - Offer second set of FAFSA programs/individual assistance.		X	X	

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
2.4	Through renovations and improvements, provide schools that are clean, safe and equipped for the educational needs of the Twenty – First Century							
2.4.1	Share sites with BOE (e.g., SAND/Ropkins, Parkville)		Community Place	1 - Create opportunities to partner with HPS to effectively share space and library services.	X	X	X	X
2.5	Implement the Passport to Success Initiative							
2.5.1	Engage parents, caregivers and day care providers in early childhood development focused on reading readiness		Family Literacy/Early Literacy	1 - Identify partners and leverage resources to achieve better results.	X	X	X	X
				2 - Design and implement "best practice" based programs.	X	X	X	X
				3 - Measure and report on success.	X	X	X	X
2.5.2	Focus on reading readiness (preschool); reading attainment (K-3); reading mastery (middle grades)		Family Literacy/Early Literacy	1 - Continue to provide, develop and evaluate both early literacy workshops for parents and providers, and skill based story times for preschool children.	X	X	X	X
				2 - Support reading attainment through homework assistance and enrichment programs targeting K-3 students.	X	X	X	X
				3 - Support reading mastery through homework assistance and enrichment programs targeting 4-8 students.	X	X	X	X
				4 - Promote and provide regular book discussions at all sites.		X	X	X
2.6	Implement a Workforce Development Initiative							
2.6.1	Provide ESOL, basic literacy and basic numeracy instruction for adult learners		Adult Learner Services	1 - Teach English to speakers of other languages.	X	X	X	X
				2 - Offer computer-assisted learning for basic literacy, basic numeracy.	X	X	X	X
2.6.2	Provide basic technology training for PC application for career building and job search purposes		Adult Learner Services	1 - Teach PC applications, software and Web.	X	X	X	X
				2 - Coach PC applications, software and Web.	X	X	X	X

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07				
					1Q06	2Q06	3Q07	4Q07	
3.0					3 - Provide access to technology.	X	X	X	X
	3.0 Create Jobs Through Economic Development								
	3.1	Develop a diverse workforce							
		3.1.1	Assist immigrants and recent arrivals in learning about citizenship & navigating US and Local systems, helping them find a place in the local economy	Information /Reference Services	1 - Inform people about civil rights and immigration policies.	X	X	X	X
					2 - Teach life skills (housing, school system, taxes, banking).	X	X	X	X
	3.3	Plan, with neighborhood involvement, and stimulate community/neighborhood economic development							
		3.3.1	Assist community organizations (e.g., NRZs) with info and research for strategic planning, solving problems, finding and using opportunities	Adult Learner Services	1 - Identify needs by attending neighborhood meetings and talking with people in the neighborhoods.	X	X	X	X
					2 - Do research, provide information to address needs.	X	X	X	X
		3.3.2	Provide electronic access to neighborhood, community and civic information	Community Information	1 - Provide reliable technology at all library sites.	X	X	X	X
					2 - Market 24/7 remote access to HartfordInfo and other databases.	X	X	X	X
		3.3.3	Participate in neighborhood & community meetings to determine and respond to community information needs	Community Information	1 - Staff attend community meetings, respond to community info needs.	X	X	X	X
		3.3.4	Build on-line information sources and databases (e.g. HartfordInfo) for community problem solving and civic issues	Community Information	1 - Build and develop HartfordInfo.org content.	X	X	X	X
				2 - Help policymakers/public to use database.	X	X	X	X	
				3 - Continue work on neighborhood indicators project.	X	X	X	X	

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
	3.3.5	Participate in partnerships with city government and neighborhood organizations	Community Information	1 - Develop and maintain a partnership registry.	X	X	X	X
				2 - Track economic development efforts.	X	X	X	X
	3.4 Identify and develop a mix of funding sources							
	3.4.1	Actively seek grant funds and corporate sponsorship	Ensure Financial Resources	1 - Staff receive grantsmanship training.	X	X	X	X
				2 - Staff participate in developing grant applications.	X	X	X	X
				3 - Cultivate and maintain corporate and foundation relationships.	X	X	X	X
	3.5 Effectively market and promote the City							
	3.5.1	Provide cultural and literacy programs as a Metro region attraction	Reader Services	1 - Secure regional participation in "One Book" to promote reading and literacy.	X	X	X	X
				2 - Act as a catalyst and a source of ideas for Connecticut's book community - writers, illustrators, publishers, and vendors.	X	X	X	X
	3.5.2	Provide cultural programs celebrating City's vibrant and diverse ethnic communities, including bilingual programs	Reader Services	1 - Connect people to writers and performing artists.	X	X	X	X
				2 - Offer workshops on writing poetry, memoir and fiction.	X	X	X	X
				3 - Provide cultural forums on literature and language as well as the performing arts.	X	X	X	X
				4 - Enhance people's experience of the arts with collections, programs, publications.	X	X	X	X
	3.5.3	Develop neighborhood libraries as cultural attractions for Metro region (e.g., Puerto Rican Culture Center in Frog Hollow)	Reader Services	1 - Develop Spanish language and Puerto Rican Collection of books, music, film and graphics for the Frog Hollow Neighborhood Library.	X	X	X	X
				2 - Develop contemporary African-American Collection of books, music, film and graphics for the Upper Albany Neighborhood Library.	X	X	X	X

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
				3 - Develop West Indies language collection of books, music, film and graphics for the Blue Hills Neighborhood Library.	X	X	X	X
				4 - Develop Brazilian Collection of books, music, film and graphics for the Parkville Neighborhood Library.	X	X	X	X
				5 - Develop a World of Words (International languages) Collection for the Central Library.	X	X	X	X
	3.5.4	Develop collections and special materials relevant to Hartford's major ethnic cultures as a regional source of such materials	Reader Services	1 - Connect readers with culturally focused literature, humanities and the arts.	X	X	X	X
				2 - Provide opportunities for people to become informed and knowledgeable in specific cultures and ethnic history.	X	X	X	X
				3 - Provide on -line resources to connect people with international languages, histories and cultures.	X	X	X	X
3.7 Recruit and retain businesses in the City								
	3.7.1	Serve as a center for business planning and a resource for entrepreneurs	Information /Reference Services	1 - Teach small business management and entrepreneurship.	X	X	X	X
				2 - Provide free information and technology resources.	X	X	X	X
4.0 Improve Customer Services Through Quality Management								
4.1	Establish and maintain a system of process improvement							
	4.1.1	Implement balanced scoreboard-based managing for results (MFR) planning and practice across the Library Organization	Build Staff Capacity	1 - Cascade the strategy map through the organization.	X	X	X	X
				2 - Coach staff to understand how their individual work contributes to the end result.	X	X	X	X
	4.1.2	Build staff capacity to interpret data and use data to make decisions	Build Staff Capacity	1 - Managers share data with staff to improve services and programs.	X	X	X	X
				2 - Managers use data to justify resource allocation.	X	X	X	X

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
	4.1.3	Ensure IT system, support and staff working knowledge are adequate for -- and stay ahead of -- user demand	Build Staff Capacity	1 - Provide reliable technology and staff support.	X	X	X	X
				2 - Implement technical competency.	X	X	X	X
				3 - Address issues and respond to concerns daily, weekly.	X	X	X	X
	4.1.4	Develop web-based information resources for e-government	Information /Reference Services	1 - Develop and maintain City of Hartford website.	X	X	X	X
4.2		Establish a process documentation system and make technical upgrades to improve performance						
	4.2.1	Document definitions of strategic performance measures and data sets	Build Staff Capacity	1 - Adopt appropriate standards from professional literature.	X	X	X	X
				2 - Establish need for specific data.	X	X	X	X
4.3		Establish and maintain a system of accountability						
	4.3.1	Align staff performance objectives with strategic objectives	Build Staff Capacity	1 - Strategic objective are routinely reviewed by staff.	X	X	X	X
				2 - Strategic objectives are linked to staff performance objectives.	X	X	X	X
4.4		Train people in quality skills						
	4.4.1	Enable and encourage all staff to be a ready source of customer information on programs and services	Build Staff Capacity	1 - Staff are trained to direct people to programs and services.	X	X	X	X
				2 - Access to needed information is easily available.	X	X	X	X
				3 - Staff receive immediate feedback/recognition for responsiveness.	X	X	X	X
	4.4.2	Train and coach staff to provide effective information assistance	Build Staff Capacity	1 - Staff coaching is continuous and on-going.	X	X	X	X

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
				2 - Model effective reference assistance behaviors at all times.	X	X	X	X
				3 - Staff are trained and master basic reference knowledge.	X	X	X	X
				4 - Professional development opportunities and on-going training is broadly available.	X	X	X	X
4.5 Manage our human resources								
	4.5.1	Develop staff ability to work with a range of customers - including immigrants and Spanish speakers and demonstrate cultural competence	Build Staff Capacity	1 - Provide cultural diversity training.	X	X	X	X
				2 - Model cultural competency.	X	X	X	X
				3 - Connect customers with staff who have the needed language skills/competencies.	X	X	X	X
				4 - Identify and reward cultural competency.	X	X	X	X
	4.5.2	Provide continuous training of all staff in existing/emerging hardware and software	Build Staff Capacity	1 - Identify needs, target training to need.	X	X	X	X
				2 - Keep staff moving up the technology competency ladder.	X	X	X	X
				3 - Provide opportunities for professional development.	X	X	X	X
4.6 Monitor Legal and Public Mandate Baselines								
	4.6.1	Report on outcomes and results for voter registration	Performance Measurement	1 - Partner with Democracy Workers/League of Women Voters.	X	X	X	X
				2 - Train staff to reach out and encourage registration.		X	X	X
				3 - Track activity.		X	X	X

# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

#### Department Objectives

#### Library

			Activity	Actions	06 Timeline 07				
					1Q06	2Q06	3Q07	4Q07	
5.0					4 - Work with Registrar of Voters to measure and report on results.	X	X	X	X
	5.0 Improve City Health and Cleanliness								
	5.2 Develop the capacity to enhance current health resources and identify new ones								
	5.2.1	Consumer and public health information is included in web-based government and community resources (City web site and HartfordInfo)	Information/Reference Services	1 - Provide free consumer and public health information (print and electronic).	X	X	X	X	
				2 - Train staff to help people locate and use information.	X	X	X	X	
				3 - Measure use and report results.	X	X	X	X	
	5.3 Promote civic pride through community engagement in anti-liter and beautification efforts								
	5.3.1	Contribute to city's status as #1 in Arts and Culture	Reader Services	1 - Provide a comprehensive and timely collection of books and media.	X	X	X	X	
				2 - Work with cultural partners to leverage resources.	X	X	X	X	
				3 - Cross promote performances and events.	X	X	X	X	
	5.3.2	Promote the Central Library as a metro attraction	Marketing	1 - Develop a marketing plan.	X	X	X	X	
				2 - Connect with the metro audience.	X	X	X	X	
			3 - Measure metro use and report results.	X	X	X	X		
5.3.3	Rebuild the library's neighborhood branch system	Community Place	1 - Implement recommendations of the Branch faciility study.	X	X	X	X		
				2 - Obtain adequate capital funds and other income to support construction/renovation for neighborhood branches.	X	X	X	X	



# City of Hartford: Strategic Planning Matrix

## City-Wide Goals

### City-Wide Strategies

### Department Objectives

### Library

			Activity	Actions	06 Timeline 07			
					1Q06	2Q06	3Q07	4Q07
	5.4	Pursue coordinated, responsive enforcement of all housing, building, health and sanitation codes						
	5.4.1	Promote and support neighborhood standards	Community Place	1 - Promote quality of life ordinances at neighborhood meetings.	X	X	X	X
				2 - Post neighborhood standards throughout the library systems and the website.	X	X	X	X
6.0 Stimulate Residential Development								
	6.1	Increase homeownership						
	6.1.1	Support home buying and homeownership and provide bilingual information clearinghouse and workshops	Adult Learner Services	1 - Prepare people for homeownership (bilingual).	X	X	X	X
				2 - Expand print and audio/visual resources for homeownership (bilingual).	X	X	X	X
	6.2	Implement a plan to end chronic homelessness within the next ten years						
	6.2.1	Library is open and welcoming to people without homes	Community Place	1 - Provide appropriate training to help staff work with this specific population.	X	X	X	X
				2 - Develop appropriate program and collections.	X	X	X	X
				3 - Refer to appropriate services, agencies.	X	X	X	X
	6.2.2	Provide information to policy and decision makers	Information/Reference Services	1 - Identify information needs of decision makers.	X	X	X	X
				2 - Provide research and "best practice" information.	X	X	X	X